



THE EFFECT OF BUSINESS LEVEL FAILURE ON THE PERFORMANCE OF PERSONNEL

Prof. Dr. Ali ACAR

Selcuk University, Economic and Administration Faculty, Department of Political Science and Public Administration, Konya / TURKEY, ORCID: 0000-0001-6478-2206

ABSTRACT

Applying the principle of the division of labour in workplaces as a result of economic and social developments, should be taken to ensure that the ease of co-ordination between the units. Each section of the staff, to target the realization of organizational objectives on top of their function or functional objectives of the knowledge, skills and abilities must be capable. Knowledge and skills in the selection of personnel or by proficiency level appointments to the central and drawbacks arising from the appointment of the staff made by the political authority will be increased to minimal negative effects, some managers and their essential parts of the sending or creating the impression that they are a member of staff is very important so that thoughts can be avoided. Enterprises based on specialization division of labour may exist even personal failure and promotions of personnel selection and consideration of applications made in recognition of this fact is needed. Additionally, staff love their jobs and be satisfied with his work makes a positive contribution to improve its performance.

Keywords: Business Level Failure, Performance, Personnel.

1. INTRODUCTION

A large part of today's employees works places, to generate revenue in addition to see it as a place to meet their social and psychological needs. Employees and for the organization of the employees feel about their work, thoughts and requests identification, determination of factors affecting job satisfaction is very important positive or negative direction. For this reason, the organization reach its goals, the employees were satisfied with their jobs depend.

Especially in the management of private enterprises in the public administration and in part caused by sluggish walking jobs, delays, bureaucratic formalities and citizens of drowning embitter the calculation. These shortcomings may further incompetence of civil servants or public sector or features.

2. LEVEL OF DEFICIENCY SYMPTOMS

Various opinions can be seen on the level of incompetence and social laws. One of these is the Law of Parkinson.

1. The level of growth seen in the public sector organizational incompetence; complexity translates into mediocrity and corruption. Increase the organization's staff, as the expansion of the organization and the organization of units and personnel are emerging as key indicators of increased physical distance.

2. Status quo supporting level of incompetence in the foreground. Adversely affect the legal authority bureaucratic structure suitable for the purpose used.

3. Thus, for bureaucratic organizations, the level of incompetence cannot yet have achieved business. Dependent on the efficiency of the organization as well as the development of these individual's shows

Peter Principle joke organization who created the basic skills they possess appropriate skills in their proper positions for waiting for bureaucratic behaviour should be appointed based on the idea. This is a simple sense, "although all employees as promoted, the state of inability to rise over time," based on the assumption.

1. Peter bureaucratic organizational structures emerging policy everyone, "the level of personal failure" tends to achieve what. Insufficiency is universally available to everyone. Your failure refers to the status of civil servant is unable to personally expected of him, and not being satisfied with his work, and the top of a new or better job positions, the loss of the sense of passing through them. According to Peter, hierarchies, looking for different qualities consist of different steps, and each step requires the introduction of a new additional functions. Here is the top rung of a failure, the level of demand indicates that the limit is unable to perform additional functions, and everyone has such a limit.
2. A bureaucrat who consistently higher levels of error, but the authority assigned to a task less operational mechanism is removed. Bureaucratic structure, another exception, cross-propagation (ornate scroll) is. This poor officer, without an increase in salary levels and, by giving managers a new title and a longer "underfoot" removals mechanism.
3. On the basis of the protection of the public, no matter what the cost of each hierarchy are very poor with not enough staff that make up the extreme ends of the "hierarchical pruning" or "hierarchical leaf fall" outside the scope of the organization should be pushed into. Thus, the hierarchical structure and the functioning of the organization to disrupt inadequate in time, will be good enough and a little group of good enough.
4. With the support of the father or uncle of a position on the wall of the caste hierarchy, to those who are able to get the opportunity to complete the personal lives of bureaucratic incompetence limit is reached. The bureaucracy, another step in a transition stage to the speed, so the speed of promotion "pulling power" and "thrust" specifically. According to Peter traction with a person in the hierarchy is an important locality of kinship, marriage and / or acquaintance is to enter into the relationship through. Thrust force, the importance of vocational training and secondary issues, such as self-cultivation of outstanding interest needed.
5. The inability of the bureaucracy is not made associated with the level of personnel selection and placement methods.
6. Bureaucratic structure, steadily rising, reaching the level of incompetence, but that no one is composed of a number of indicators of the last stop. According to Peter, tics and strange habits, stereotypes, speaking techniques, paper hostility (papirofobi), paper passion (papiromani), official speeches or hold forth joke of indicators is considered one of the last stops (Çelik, Alkan, 1998:181-182).

2.1. Effects of Establishments and Employees in The Level of Incompetence Functions

Deficiency in the level of organizational dysfunction has significant influence over the public bureaucracy. According to the Turkish public bureaucracy is important to consider the level of incompetence of the staff in order to increase capacity. However, measures of merit rather than cronyism ejections career and be at the forefront of personnel with sufficient knowledge and equipment to prevent the election or to be favoured (Acar, 2004: 10).

In order to achieve organizational development, increase their capacity and performance of a variety of elements, is useful to present the awards. Wages or salaries of the personnel working in the public sector and proven capabilities in the outside (the appropriate place and time) can be given various awards (Çelik, Alkan, 1998: 183).

Configuring incompetence staff in public institutions by level; staff will fulfil their duties freely, flexible, and able to provide a safe working environment.

Authorize the use of public organizations, instead of a central building and the lower level of team work and encourages local authorities to avoid the transfer of power. As a result of this failure, the level of the authority vested in the administrator is responsible for doing the work and not fall syndrome.

Giving importance to merit an effective career management of human resources management practices prescribed by passing a contemporary performance evaluation techniques implemented (Acar, 2006: 86).

2.2. Capacity Utilization Levels of Staff in Business Dealings

There is a need to objectively determine the functional capacity of the staff re test. Must be applied to the standard methods used in the assessment of skills and knowledge

Capacity utilization rates and confidence indices that reflect the current situation with the expectations of the manufacturers, which gives an idea about the direction of the economy are important indicators. According to the survey report issued by the Central Bank and the TSI sector confidence indices in July, and the rate of capacity utilization in manufacturing has been in decline compared to last month.

Business life can lead to stress factors, such as the work of construction may be related to the shape of the business structure, the physical characteristics of the individuals themselves, or may be caused by environmental conditions. For example, the structure of the organization and climate-related factors, physical factors related to environmental conditions, the work-related reasons, reasons related to career development, corporate relations, can be seen as potential sources of stress factors such as leadership styles.

2.3. Potential Causes of Work Stress

Especially some of the features that are inherent in the entity of sources of stress for employees, create a continuous problem. Sources difference would not be able to take control of the effective stress. As a result, becomes chronic stressors (Şahin, 1994; Baltaş ve Baltaş, 1995).

The level of incompetence in the work environment or the people who work the negative effects of chronic stress in the workplace can provide formation (Balcı, 2000). In this context, the staff at the level of failure to fulfil the functions of both the environment and the negative effects it imposes. Negative aspects of the working environment are reflected in personnel shortly. (Balcı, 2000; Acar, 2006; Aytaç, 2009).

1. Uncertainty roles: In the absence of sufficient information about the individual's role is role ambiguity. If the purpose of the work is not defined enough, in other words, you do not know what to do with the individual stress is inevitable. Performance expectations, knowing the results of business behaviour of this species can (Balcı, 2000). Job dissatisfaction in case of uncertainty, the psychological thriller, self-confidence, a sense of not being found will be displayed. The uncertainty of the limits of one's duty, he was promoted to be over or under that of promotion to increase the level of anxiety.

2. Interpersonal Conflict: the negative relationship between workplace supervisors and employees discord cellar, the incompatibility of personalities, administrators, officials or conflict or discussion with colleagues, even the simplest tasks creates tension. Workplace, employee shave a level of incompetence personnel in advanced stages may experience conflict.

3. Role Conflict: The individual has undertaken the emergence of two or more roles at the same time, can lead to a conflict of role providing individual requests to the opposite. For example, a worker while trying to accelerate the production supervisor, colleague's person wants to slow down the production of live role conflict. Negative relationships between supervisors and employees work discord, incompatibility of personalities, administrators, conflict or discussion with colleagues or customers create tension, even the simplest tasks. Research role in the conflict, internal conflict has created an employee, creates tension on the various aspects of the work, reduced job satisfaction, reduces the confidence of workers on the revealed. Reflection of the level of incompetence role in business environment also leads to conflict.

4. Responsibility: To take responsibility for other people, people with a source of stress creates tension. Installed on a person's professional development is the responsibility of other people, as well as the nature of the work requires a lot of responsibility, but if authorities are bordered, people feel under stress itself. Especially the people who are responsible Studies show that managers are exposed to intense stress. Thus, these people often than others heart attacks, ulcers, hypertension issues arise.

5. Participation: whether or not the person trying to influence the decision making process at work, the formation of stress effects. Especially when asked, to the idea of employees in decisions that affect employees, everyone will experience the stress, so that the production will decrease. The employee's knowledge, manners and lack of participation requests with the exception of the process consists of organizational decision. If the value is given to the individual to participate in decisions leading to the idea that leads to an increase in the capacity of employee

6. Management Style: Organizations, management structure and management style affects the performance of the staff. In the light of an autocratic approach, especially the hill rising to the use of force, the employees were in the lead to stress. In particular, the use of punishment, individuals cause of stress. Especially employees compete for limited resources and limited rewards creates stress. To improve the performance of the extreme competition to lose another one opens won is destructive and costly (Hammer and Organ, 1978, transmitting Balci, 2000).

7. Physical Location and Environmental Conditions: Work around the table or in the room or work area for employees, certain elements of comfort and trust provider. Weather conditions, environmental conditions, the physical make up, lighting, heat, noise factors such as the health of employees, is known to affect the physiological and psychological state. On the other hand non-ergonomic working environment can be said to reduce job stress.

8. Intensive Workload: Most employees are victims of excessive workload. Work to be done, not sure the person thoroughly skills, abilities and knowledge that requires, create anxiety and tension. Quite the contrary. Decrease in the volume of work, to be under a lot of skills and abilities of the individual, the work can become boring. Adversely affect the use of the capacity of the business to be boring person.

9. Insufficiency rather than the level of self-sufficiency: Capabilities that will allow a person to manage the expected conditions belief in "is defined as the addition of self-efficacy in the literature," individuals, as claimed in difficult tasks, and the belief in their ability to establish control over their applications as "(Bandura, 1995), are expressed. This regard, qualification perceptions regarding the expectations, i.e., self-efficacy, and the problems they can act affects the fighting spirit. Self-Efficacy of the factors affecting the level of the private or public institution, being a working professional in the area to be equipped is important.

Self-efficacy beliefs, stated that the main source of four (Bandura, 1995). These are the important ones in the complete and accurate information and experiences, and the individual's physical and emotional state.

Self-efficacy perception of the impact of organizational processes, people take action and show me pass through the routing decisions and fighting spirit in the face of difficulties. Also self-sufficiency of individuals, they find it difficult to choose realistic goals and objectives, and demonstrate more commitment, by providing a positive effect on their individual performance (Bandura, 2000: 125)Self-Efficacy beliefs, goals people set for themselves, to achieve these objectives how much effort you can spend, how much time you face difficulties faced to achieve their goals, and failure could remain in their reactions in the absence of or insufficient level of is not affected. Self-sufficiency also adversely affect the performance of a sensation.

In a study conducted in this area the level of self-sufficiency, institution type, and examined with a breakdown of Champions, a private institution, the level determined by (4.87), the government agency level (4.58) was higher (Erdođdu, 2009: 15).

10. The effects of job satisfaction, performance and capacity of staff: People in everyday life when he saw her failure at the level of a concrete reason (threatened / endangered) resulting from the taken form and behaviour-shaping one's life that can be effective in stress. This failure, in terms of the level of impact the lives of his own life and spiritual formation in the form of some reactions may occur indifferent sizes. This failure can trigger pathological conditions when the level reached extreme proportions. Formation reactions can be seen in the form of three actions at the level of one's incompetence.

The first of these criteria include certain behavioural and personality deterioration. Employees at ascertain period of time and poor around the second and the third act, and both of these changes begin to

affect your daily life from affecting their functionality as well as in the business world. In fact, a person's mind in the world and the business world, "obstruction", "drowning" in the medical world for the Latin term which means "anger" the root of the anxiety (anxiety) is.

This type of failure and the severity of the blockage may be due to its effect on the level of everyday life. However, the severity of anxiety in a non-peak time can affect the lives of the people. Regardless of the severity of long-term, chronic or recurrent tired of people over time, reduces anxiety, impairs concentration, creates a difficulty in falling asleep and maintaining sleep, tense, irritable and impatient makes. Another feature that determines the form of stress reaction, anxiety pathology traumatic event can be called unique to this type of loop back (flashbacks) and the state of autonomic arousal, avoidance behaviors. Stresses faced by most of the people in the contemporary world and Analysis of long-lasting beyond the power of the individual. Therefore, emerged against stress response, is the site that is often chronic anxiety. Those who fall behind in a short-term appointment on time, to stay stuck in traffic does not work at all, such as the run-fight response depends on the circumstances. As a source of stress in their effects in the short term may seem like a repetition of these events often brings a feature of chronic stress again. Chronic stress and anxiety, mental and physical health factors in extremely negative terms. (Berkson: 2003:6), the positive effects of this failure can be controlled and scientifically examined the level of obstruction. With mild-to-moderate level of anxiety is the performance-enhancing effect 20 known since the beginning of the century. This kind of anxiety, which may be adaptive, certain situations, allows people to become more resourceful and functional

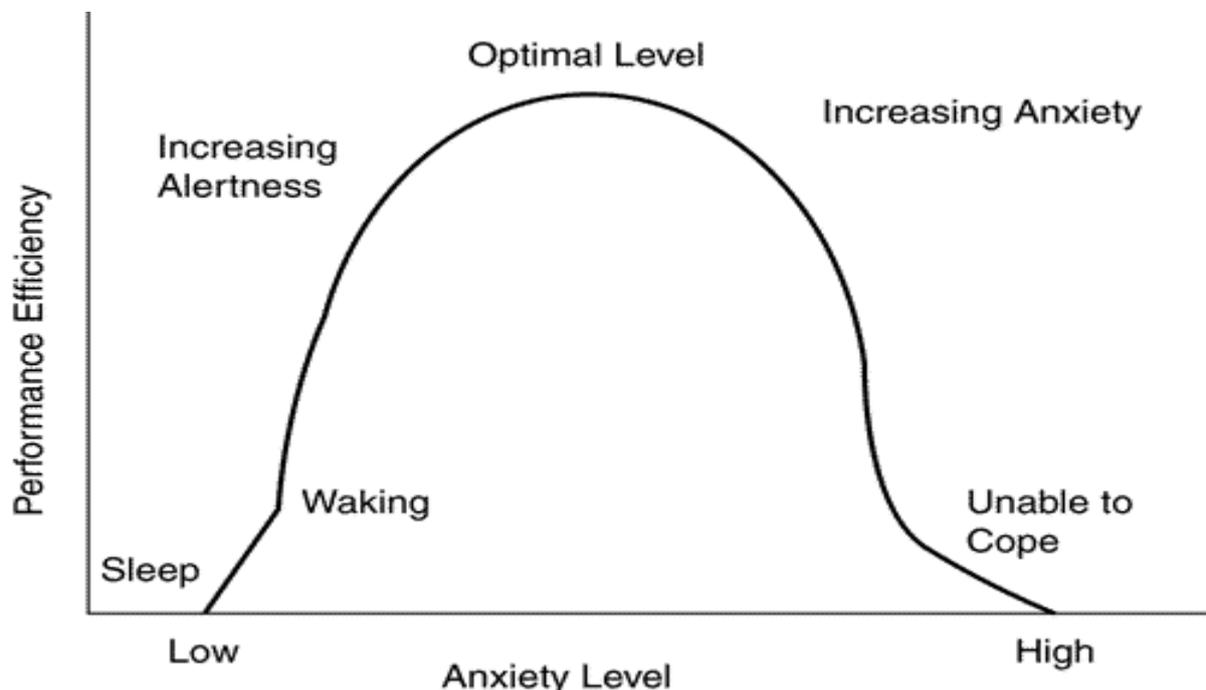


Figure-1. Yerkes-Dodson curve showing the relationship between anxiety and performance levels.

Source: Berkson, 2003: 7.

In today's world, changing social way of life, the challenges of adaptation to social changes, social expectations, interpersonal competition, perfectionism widely accepted in society, such as marriage, role changes began to occur in a number of factors seem to be factors that create anxiety.

The business man, and man to be suitable for the job, the elimination of harmful factors disrupts an individual's physical and mental health, prevention, working man's physical, mental, have been proposed areas of work in accordance with specifications (Şanlı, 2006).

Job satisfaction, as well as their physical and mental health, productivity, efficiency, and productivity, as related to the business of growing importance due to its effect on the behaviour emerge as a concept. Current job satisfaction, attitude Iola on people's work cf. Positive behaved person with a high level of job satisfaction, job attitudes exhibited, with low levels of job satisfaction or non-satisfaction of the employee, will exhibit negative attitudes towards work.

Relationship with the organization that many variables of job satisfaction and job satisfaction are examined relationships observed in different specifications. Properties that are used when discussing job satisfaction, the work itself, pay, promotion, working conditions, the benefit to the business, co-workers, managers and employees with the values that have relationships with people in the form of the issues related to classification. Job satisfaction of the employees that work from material interests, job security and the ability to do the job and suitability of pleasure, pride arising from being in production, promising professional projects, the ability of employee's positive human relations at work, supervisor's attitude, union relations, are listed as supporting colleagues (Güven et al., 2005).

One of the important factors in ensuring the job satisfaction of employees' attitudes and behaviours. Research shows that government policies and administrative behaviour affects job satisfaction. About the need to do this, to create a work environment that enhances employee job satisfaction. Employees work in public institutions as soon as possible to the economic and quality are expected. Service employees to get the desired nature, they are sensitive to this issue depends on the skills and. Rather than having employees work pressure, willingness to provide for the hands of managers (Tengilimoğlu, 2005).

Working life of individuals, covers a large part of their lives. In addition, a condition that affects an individual's working life except job satisfaction. In short, life satisfaction, job satisfaction, life satisfaction, job satisfaction, influence (Warr, 1990:285-294; Babin and Bales, 1996; Iris and Barrett, 1997; İmamoğlu et al, 2004).

Termination of employees, continuity, loyalty, being attracted to the job and the job satisfaction is an important element for efficiency. Affect the performance and efficiency of the organization as a result of the difference in job satisfaction, job satisfaction, and many studies have been done on the factors affecting job satisfaction. This research, job satisfaction is not only the fulfillment of the needs of the employees, the employees and their importance for itself what is revealed about how much she wants. Factors influencing the thoughts of an employee's job, pay, job security, advancement opportunities, benefits, managers, colleagues, working conditions, communication, productivity and quality of work can be listed as affected in different ways and each of them can be said that job satisfaction (Toker, 2007: p.98). One of the most important tasks of management within the organization to ensure employees' dissatisfaction. Satisfaction, trust, loyalty, and ultimately allows the improvement of the quality of the resulting output. However, it is not a simple consequence of the program's satisfaction intense. Therefore, managers should focus on strategies to create job satisfaction (Akıncı, 2002: p.11).

Evaluation of an employee's work experience. Expectations also a result. It consists of job dissatisfaction is not expected. The status of job satisfaction or dissatisfaction, the transfer of labor, work absenteeism, work closely affects the overall grievance and other key personnel issues. Mainly depends on the difference between one's expectations and the current reality. For this reason, they gave him the job is important to find the person and the job they expect. In fields such as healthcare services, there are some expectations on service providers. To achieve the objectives of improving the quality of healthcare services and the staff are keen to work effectively and efficiently is mandatory (Alçıkaya Y., T. AYTEKİN, Gürbüz, Y., H. Özveri, Akdaş, 2005).

2.4. Loving the work

Self-confidence in one's job, the job allows for a better and happier. The nature of his work as a means of self-confidence to him. Increase one's self-confidence to love his job, he feels happier. In a survey of UNRSCO about employees in Turkey "in Turkey,80% of employees did not like the work" has emerged.

At any educational institution on the basis of the reasons for this lies in the inability to perceive or profession. Working with people is happy to be directed to act in accordance with a purpose in life. Philosophy of life is happiness for everyone to change from person to person by means of a developed sense of happiness. Some elements fall called material happiness and does not want one that's stronger. But I thought that I would be happy to work negatively affects job satisfaction and thus productivity.

Man does love his job, satisfaction and happiness centres of the brain by stimulating the potential for human satisfaction and increased happiness people are referred to by scientists. Understood to be more successful in the profession of those who love their jobs. "Humans, like work-life that have very little

to spend much happiness. Man's job to do with love, and love to spend work-life, satisfaction and pleasure centres of the brain stimulation, which means that we cannot imagine the level of human potential expands. secret of being a successful business fondly pass.

3. RESEARCH FINDINGS

180 civil servants working in the public sector, job satisfaction and levels of self-efficacy, and a survey conducted to evaluate the effect of these levels on the other, in the area of the operation of the survey questions were evaluated.

Employee job satisfaction, employee mental and physical hygiene (Bingöl, 1997: 220) symptom. To be satisfied with the job of being satisfied with their lives do have the effect of internal and external factors.

Globalization and an increasingly competitive environment and everyone has their own way to do something around trying to be happy. With the change of time in trying to change people and their way of life and work in order to become a part of the new system in the effort. Here are some methods to capture the happiness of grappling in the process. Any little preparation and a lot of work to make a difference, even necessary. What is important to understand the issues and the potential of oneself and the ability to expand the vision should lead to a career. Most of the talented people that have the use of all abilities, but has decided to reveal the capabilities of the future can contribute to a great career path.

3.1. Occupational Status

Analysis of professional status of those surveyed, 62.8% are working as a staff in GPP. 16.1% 3.9% of the mid-level managers have the status of the senior management. 17.2% of the work as contracted.

Table-1: Current Status / Title

	N	%
Top Manager	7	3.9
Manager(Middle)	29	16.1
Staff(GİH)	113	62.8
Expert /Expert help.	31	17.2
TOTAL	180	100.0

With the change of time in trying to change people and their way of life and work in order to become a part of the new system in the effort. To come to a better step in the efficient working of the staff interviewed stated. Therefore, the opinion that the employees do not go further than their careers.

Table-2: Working Environment

	N	%
Very adequate	4	2.2.
Less than adequate	76	42.2
Adequate	92	51.1
Inadequate	8	4.4
TOTAL	180	100.0

I work environment 51%of the respondents sufficient. Have good performance in terms of the employee's work environment may lead to increases in the positive. However, his boss and his colleagues show resistance to changes in the environment or that person feels a career change every three or four years, and each new job himself, full of energy, feels peppy

Table-3: Risk Taking Visual Acuity as a Threat

	%
Agree	35
Partially Agree	34
Disagree	29
TOTAL	100.0

35% of employees in the public sector are taking the risk of danger. Risk in taking the key to success is knowing the risk tolerance, you can decide to make the deciding stage measuring potential losses are likely thinking of the worst case scenario. Not attempting to take the risk of making a mistake because of the risk of failure risk. Archimedes believed that the world should be to move the two objects. A foothold on a stick and stick, and you're the pillar your personality, skills, and involve a combination of your interests.

Table-4: Operating Conditions Initiative

	N	%
Yes		35
No		65
TOTAL	180	100

May be different indifferent people's skills and abilities. However, manages to be very successful people do, of course it may contribute in the development of a good relationship with your emotions and behaviors. At this stage, the staff or the ability to use the initiative of people come to the fore.

Table-5: Job Satisfaction Factors

	%
The nature of the job satisfying	25
Satisfactory working condition	24
Satisfied with the image of the institution	16
Due to the satisfaction of charge	7
Contact (communication)	28
TOTAL	100.0

Communication stacks between the factors of job satisfaction survey revealed that an important place in a friendly working environment. One of the most important tasks of management within the organization to ensure employees' dissatisfaction. Satisfaction, trust, loyalty, and ultimately allows the improvement of the quality of the resulting output. However, you are not satisfied with the result of an intensive program is simple. There are different factors that motivate employees combination. But it is the key to understanding the human person energizing activities, personal motivation, people, places, environments within the. For example, the present invention is a system analyst team work and accomplishments are constantly makes his motivation is the key. In this study, the highest levels of job satisfaction of employees is one of the factors arising in communications, Jelacic et. al. (2008) study conducted by the factors identified as one of the most effective in terms of job satisfaction. In this study, factor the lowest satisfaction rate factor has been heard

Table-6: Organizational Requirements

	N	%
Charged a fair and satisfactory	106	58.9
A good manager	9	5.0
Social Facilities	15	8.3
Self-actualization	9	5.0
Success and Achievement Appreciation	9	5.0
Responsibility	4	2.2
Good Working Conditions	1	0.6
Able to use the 10 5.6 Knowledge and Experiences	10	5.6
Other	17	9.4
TOTAL	180	100.0

Want a fair and satisfactory wage employees as a priority. In second place are social opportunities.

Table-7: Executive Management Style

	N	%
Authoritarian	45	25.0
Democratic	21	11.7
Egalitarian	63	35.0
According to the situation	51	28.3
TOTAL	180	100.0

The attitudes of the staff has an important place among the factors affecting the efficiency of the business. Managers are shown to have a structure that 35% of positive and equality.

Table-8: The State of Being Satisfied with The Work Environment

	N	%
Satisfied	96	53.3
Less satisfied	63	35.0
Not Satisfied	21	11.7
TOTAL	180	100.0

According to the results obtained in this study, (according to an interview with) a clearly defined powers and responsibilities of the employees have knowledge and skills in their work and personal contributions are working appropriate due to their seeing high levels of satisfaction in terms of the nature of work and working conditions, respectively. Gender, marital status and satisfaction level achieved employees no significant difference in terms of working hours, and to be determined. According to the survey, employees, colleagues, employees' satisfaction levels are found. Female and male employees with high levels of satisfaction regarding age level of satisfaction is high and increasing, while they get older.

4. CONCLUSION

Personnel system, emphasis on human relations, and environmental and technological developments that led to the development of personal skills presented. Only tests to determine levels of proficiency tests are not the implementation of the selection of personnel, and opportunities to use initiative also needs to be done to evaluate the criteria is needed. One of the most important tasks of management within the organization to ensure employees' dissatisfaction. Satisfaction, job commitment and love for one's job, allows the improvement of the quality of the resulting output. However, the staff needs to be measured well criteria being satisfied. As a result, the resultant job satisfaction job to be sent to the caller must not be forgotten.

REFERENCES

- Acar, A., (2006). Personel Yönetimi, Konya
- Acar, A., Yönetim Siyaset İlişkisinde Kamu'da Personel Politikaları.
- Akıncı, Z., (2002). Turizm Sektöründe İşgören İş Tatminini Etkileyen Faktörler: Beş Yıldızlı Konaklama İşletmelerinde Bir Uygulama. Akdeniz İ. İ. B. F. Dergisi, 4: 1-25.
- Akyol, A., Arslan, M., Madran C., Uydacı M. (2014). *Küresel pazarlama yönetimi*. İstanbul: Beta
- Albaum, G., Duerr, E. (2008). *International marketing and export management*. Pearson Education.
- Alçıkaya Y., Aytekin T., Gürbüz Y., Özveri H., Akdaş A., (2005), Toplam Kalite Çerçevesinde Hemşirelerde İş Tatmin Düzeyinin Ölçülmesi, Marmara Üniversitesi Yayınları, İstanbul
- Aytaç, Serpil, (2009). İş stresi Yönetim El Kitabı, Oluşumu, Nedenleri, Başa Çıkma Yolları, Yönetimi, Labour Ministry, CASGEM
- Balcı, Ali; 2000.Öğretim Elemanlarının İş Stresi, Kuram Ve Uygulamalar, Nobel Yayın Dağıtım, Ankara
- Baltaş, Acar ve Baltaş, Zuhul, (1990). Stres ve Başa Çıkma Yolları. İstanbul, Remzi Kitabevi. 10.Basım,

- Bandura, A., (1995). *Self-Efficacy in Changing Societies*, Cambridge University Press, Cambridge.
- Bandura, A., (2000). *Cultivate Self-Efficacy for Personal and Organizational Effectiveness*". E. A. Locke (Ed.), *Handbook of Principles of Organizational Behavior*, Oxford, Blackwell Publishing, 120–135.
- Başaran, C. (5 Temmuz 2017). *Katar krizi ve uluslararası ilişkiler*. Erişim Tarihi: 7 Temmuz 2017, <http://www.bloomberght.com/ht-yazarlar/cuneyt-basaran-2071/2027529-katar-krizi-ve-uluslararası-iliskiler>
- Bayraktutan, Y. (2003). Bilgi ve uluslararası ticaret teorileri. *İktisadi ve idari bilimler dergisi*, 1 (4),175-186.
- Berksun Oğuz (2003). E. Anksiyete ve Anksiyete Bozukluklar, Turgut Yay.
- Bingöl, Dursun (1997). *Personel Yönetimi*, Beta Basımevi, İstanbul.
- Çınar, H. (7 Temmuz 2017). Gümrüklerde temsil ve yetkilendirilmiş yükümlülük sistemi. *Dünya*. 3.
- Erdoğan Mehtap Osmaniye İlinde Çalışan Sağlık Personelinin İştatmininin, Öz Yeterlilik Düzeyinin ve Bunlara Etki Eden Faktörlerin İncelenmesi
- Greenspan A., (2010). *Theage of turbulence* (2. Baskı). New York: Penguin.
- Gren, S. G., Welsh, M. A., & Dehler, G. E. (2003). Advocacy, performance, and threshold influences on decisions to terminate new product development. *Academy of Management Journal*, 46 (4), 419-434. Doi:10.1037/0096-3445.134.2.258
- Gül Hasan ve Oktay, Ercan (2009). Relations Between Pay, Career, Job Satisfaction And Performance: An Application In Karaman Governorship, Selçuk Üniversitesi Sosyal Bilimler Enstitüsü Dergisi, Sayı:21
- Gül, H. Ve Oktay, E., (2009). Ücret, kariyer, iş tatmini ve performans arasındaki ilişkiler: Karaman Valiliğinde bir uygulama. Selçuk Üniversitesi Sosyal Bilimler Enstitüsü Dergisi, 21:223-238.
- Güven, M., Bakan, İ., Yeşil, S., (2005). Çalışanların iş ve ücret tatmini boyutlarıyla demografik özellikler arasındaki ilişkiler: Bir alan araştırması. Celal Bayar Üniversitesi İ.İ.B.F. Yönetim ve Ekonomi Dergisi,12 (1): 127-151
- Jelacic, D., Grladinovic, T., Sujova, A., Galajdova, V., (2008). Motivation factors in wood processing and furniture manufacturing. *Drvna Industrija*, 59 (1):11-21
- Kadri Cemil Akyüz, Serap Koçak, Yasin Balaban, İbrahim Yıldırım, Tarık Gedik Çalışanların iş tatmin düzeylerinin incelenmesi (Muğla Orman Bölge Müdürlüğü örneği)
- Kökdemir, C. (2004) *Örgütsel kültür ve işçi-işveren ilişkisi*. Yayımlanmamış doktora tezi, Gazi Üniversitesi Sosyal Bilimler Enstitüsü, Ankara.
- Tengilimoğlu, D., (2005). Hizmet işletmelerinde liderlik davranışları ile iş doyumunu arasındaki ilişkinin belirlenmesine yönelik bir araştırma. *Ticaret ve Turizm Eğitim Fakültesi Dergisi*, 1: 23-45
- The structur alanalysis of industries*. (n.d.). Retrieved July 8, 2017, from <http://www.cc.gatech.edu/usersurveys/survey1997-10/>
- Toker, B., (2007). Demografik Değişkenlerin İş Tatminine Etkisi: İzmir'deki Beş ve Dört Yıldızlı Otellere Yönelik bir Uygulama. *Doğuş Üniversitesi Dergisi*, 8 (1):92-107.
- Warr, P., (1990). Decision latitude, job demands, and employee well-being. *Work and Stress*.